

AMERICAN UNIVERSITY OF BEIRUT

PRESIDENT'S SERVICE EXCELLENCE AWARD NOMINATION & EVALUATION FORM (For non-academic employees only)

Name of Nominee	Department
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Please identify one or more of the following as the main recipient of the nominee's services (hereafter referred to as nominee's "customers"):

- | | |
|---|--|
| <input type="checkbox"/> Students | <input type="checkbox"/> Hospital patients |
| <input type="checkbox"/> Faculty members (campus) | <input type="checkbox"/> MDs (hospital) |
| <input type="checkbox"/> Non-academic personnel (campus) | <input type="checkbox"/> Non-academic personnel (hospital) |
| <input type="checkbox"/> Families of students and/or patients | <input type="checkbox"/> Others (specify): _____ |

Eligibility:

- Awards are made to individuals, therefore only individuals can be nominated.
- All permanent non-academic staff are eligible for the award, excluding members of the selection committee.
- Nominee must have worked at the University for more than three years.

Procedure:

- All AUB faculty members, employees and students may nominate candidates for this award. Self-nominations are accepted.
- Nominators are required to provide the rationale for nominations by completing the evaluation section of this form.
- Letters of support from "customers" are encouraged and will be used to evaluate the nominations.
- The selection committee for this award is made up of representatives from administration, faculties and students. Each year, the committee recommends between four and six nominees for the award. Its recommendation is subject to the approval of the Service Quality Oversight Team and the President of the University.

EVIDENCE FOR EXCELLENCE IN SERVICE

Please fill in all relevant parts of this evaluation form. If you think that a certain question does not apply to the nominee, indicate so by writing NA (not applicable). Whenever possible, indicate the location of corroborating evidence. For instance, if you are submitting several documents, identify which of them may be considered as evidence in support of this statement.

EXCELLENCE IN SERVICES TO CUSTOMERS	
Item	Answer
How has the nominee demonstrated exceptional leadership, initiative, or risk-taking in his/her work?	
What personal qualities and characteristics make the nominee a role model for others?	
How does the nominee exercise dedication and commitment to his/her work? Give examples.	
Indicate any evidence which shows that the nominee is a successful team player.	
CUSTOMER SATISFACTION	
Item	Answer
List a few examples of satisfactory service and indicate the level of customer satisfaction.	
Indicate any formal mechanism which is used to identify the level of satisfaction with the nominee's service. (Surveys, departmental evaluation, customer feedback...).	

CREATIVITY AND INNOVATION AT WORK	
Item	Answer
Give examples in which the nominee showed creativity.	
How did the nominee improve department performance or save university resources? Give examples.	
Indicate one or more processes that the nominee has developed or helped to improve.	
SERVICE BEYOND DUTY	
Item	Answer
Indicate up to three recent unpaid services which the nominee provided beyond what is specified by her/his job description or normal expectations.	
OTHER	
Item	Answer
List reasons not indicated above for which the nominee deserves an excellence award.	

Nominator's Name: _____ **Signature:** _____

Email or Telephone number: _____ **Date:** _____